M2 & MIRRORTALK

Admin portal training guide: Getting help & next steps

This final guide ensures you'll always know where to turn when you need support.

What you'll learn

- Where to find help when you have questions
- How to solve common issues quickly
- How to plan for ongoing M2 success

Step-by-step: Build your support system

1. **Know your help resources**
   - Swivl help center: Search articles by typing your question (www.swivl.com/support).
   - Direct support: Email support@mirrortalk.ai for technical issues.
2. **Fix common issues yourself**
   - Can't log in? Use the "Forgot Password" link on the login page (https://mirrortalk.ai/login).
   - File won't upload? Check it's under 10MB and in PDF format.
   - Missing users? Double-check email addresses in your CSV file were typed correctly.
3. **Plan for ongoing success (with your CSM, too)**
   - Monthly check: Review user activity to ensure the team is growing with M2.
   - Quarterly review: Update frameworks or add new curriculum as needed.
   - License planning: Watch your numbers as you approach renewal time.

What happens when you need to grow?

As M2 becomes more popular in your school, you might need:

- More licenses for additional teachers or students
- Advanced training for power users

Just reach out—the success team loves helping schools expand their M2 success! success@swivl.com

Need more help?

- Technical problems? Always start with support@mirrortalk.ai
- Training questions? Planning support? success@swivl.com can help with growth strategies

You're ready to lead!

You now have everything you need to be a confident M2 Admin. Your teachers have a powerful AI co-teacher, your school's standards are built right into the system, and you know exactly where to find help when you need it.

Your impact: Every teacher in your building now has personalized support that helps them grow. Every student benefits from more engaging, differentiated instruction.

Swivl